



109-03-02
AMENDMENT TRANSMITTAL

PATENT APPLICATIONS
HGAU 2645

CASE DOCKET NO. 4366-6

IN RE THE APPLICATION OF: CHAN

SERIAL NO: 09/482,969

DATE FILED: January 12, 2000

FOR: "AUTOMATIC GREETING FOR CALL CENTERS"

ASSISTANT COMMISSIONER FOR PATENTS
WASHINGTON, D.C. 20231

SIR:

TRANSMITTED HEREWITH IS AN AMENDMENT IN THE ABOVE-IDENTIFIED APPLICATION

- SMALL ENTITY STATUS OF THIS APPLICATION UNDER 37 CFR 1.9 AND 1.27 HAS BEEN ESTABLISHED BY A
VERIFIED STATEMENT PREVIOUSLY SUBMITTED.
- A VERIFIED STATEMENT TO ESTABLISH SMALL ENTITY STATUS UNDER 37 CFR 1.9 AND 1.27 IS ENCLOSED.
- NO ADDITIONAL FEE IS REQUIRED.

THE FILING FEE HAS BEEN CALCULATED AS SHOWN BELOW:

	(COL. 1) CLAIMS REMAINING AFTER AMENDMENT	(COL. 2) HIGHEST NO. PREVIOUSLY PAID FOR	(COL. 3) PRESENT EXTRA	SMALL ENTITY		RATE	ADDITIONAL FEE	LARGE ENTITY	
				RATE	ADDITIONAL FEE			RATE	ADDITIONAL FEE
TOTAL:	*	24	-	** 22	2	X \$9 =		OR X \$18 =	\$36.00
INDEP:		3	-	*** 3	0	X \$42 =		OR X \$84 =	\$0.00
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS				+ \$140 =		OR	+ \$280 =		
ADDITIONAL FEES				TOTAL:		OR	TOTAL: \$36.00		

*IF THE ENTRY IN COL. 1 IS LESS THAN THE ENTRY IN COL. 2, WRITE "0" IN COL. 3.

**IF THE "HIGHEST NUMBER PREVIOUSLY PAID FOR" IN THIS SPACE IS LESS THAN 20, WRITE "20" IN THIS SPACE.

***IF THE "HIGHEST NUMBER PREVIOUSLY PAID FOR" IN THIS SPACE IS LESS THAN 3, WRITE "3" IN THIS SPACE.

THE "HIGHEST NUMBER PREVIOUSLY PAID FOR" (TOTAL OR INDEPENDENT) IS THE HIGHEST NUMBER FOUND FROM THE EQUIVALENT BOX IN COL. 1 OF A PRIOR AMENDMENT OR THE NUMBER OF CLAIMS ORIGINALLY FILED.

- PLEASE CHARGE DEPOSIT ACCOUNT NO. 50-1602 IN THE AMOUNT OF \$36.00. A DUPLICATE COPY OF THIS SHEET IS ENCLOSED.
- A CHECK IN THE AMOUNT OF \$ 36 TO COVER THE FEE IS ENCLOSED.
- THE COMMISSIONER IS HEREBY AUTHORIZED TO CHARGE PAYMENT OF THE FOLLOWING FEES ASSOCIATED WITH THIS COMMUNICATION OR CREDIT ANY OVERPAYMENT TO DEPOSIT ACCOUNT NO. 50-1602. A DUPLICATE COPY OF THIS SHEET IS ENCLOSED.
 - ANY FILING FEES UNDER 37 CFR 1.16 FOR THE PRESENTATION OF EXTRA CLAIMS.
 - ANY PATENT APPLICATION PROCESSING FEES UNDER 37 CFR 1.17.

RESPECTFULLY SUBMITTED,

SHERIDAN ROSS P.C.

Douglas W. Swartz
Douglas W. Swartz
Registration No. 37,739

"EXPRESS MAIL" MAILING LABEL NUMBER: EL 767783224 US
DATE OF DEPOSIT: August 30, 2002

I HEREBY CERTIFY THAT THIS WITH THE UNITED STATES
POSTAL SERVICE "EXPRESS MAIL POST OFFICE TO
ADDRESSEE" SERVICE UNDER 37 C.F.R. 1.10 ON THE DATE
INDICATED ABOVE AND IS ADDRESSED TO THE ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, D.C. 20231.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: Amy S. Duarte